

## NPA 819 RELIEF PLANNING COMMITTEE - TIF REPORT

**Date Submitted:** 27 May 2011

**WORKING GROUP:** NPA 819 Relief Planning Committee (Ad Hoc)

**REPORT #:** NPA 819 TIF Report 2                      **File ID:** 819RE2A.doc

**REPORT TITLE:** Relief Planning Committee (RPC) Recommendation for the revised NPA 819 Relief Implementation Plan

**OUTCOME:** Consensus

**RELATED TASK(s) #:** None

### **BACKGROUND:**

On 17 February 2010, the CRTC issued Telecom Decision CRTC 2010-94, *Code relief for area code 819 in Quebec*. In its Decision, the Commission determined that relief for area code 819 is to be provided by overlaying the area served by area code 819 with new area code 873, starting on 1 June 2013.

On 29 March 2011, the CNA advised that NPA 819 had entered a Jeopardy Condition. Subsequently, at the joint NPA 204, 250/604/778, 289/905, 416/647 & 819 Relief Planning Committee conference call held 7 April 2011, it was noted that the NPA 819 Projected Exhaust Date had moved in to September 2012. It was also noted that the current Projected Exhaust Date of September 2012 is nine months prior to the approved Relief Date.

The attached revised RIP was developed to address the requirement to implement relief prior to the current Projected Exhaust Date of September 2012. The RPC recommends that the Relief Date be changed to 15 September 2012 and the RIP includes a revised Relief Implementation Schedule.

To prevent the Projected Exhaust Date from moving in from September 2012 the RPC agreed, on May 10, 2011, that the CNA should not accept any forecasts from any Carrier that exceeds their 28 April 2011 input for the April 2011 J-NRUF forecast for NPA 819 before 15 September 2012.

The RIP establishes a public framework and timeframe for implementing relief for area code 819. This RIP also addresses the activities, deliverables, and issues impacting more than one individual TSP. It does not cover activities internal to each TSP. In addition, this RIP does not cover areas for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between carriers).

### **RECOMMENDATIONS:**

The NPA 819 RPC recommends that the Relief Date for NPA 819 be advanced to **15 September 2012**.

The NPA 819 RPC hereby recommends that the attached NPA 819 Relief Implementation Plan be approved by the CISC and CRTC.

**ATTACHMENT:**

NPA 819 Relief Implementation Plan, dated 27 May 2011

**NPA 819 RELIEF IMPLEMENTATION PLAN (RIP)**

**Revised 27 May 2011**

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**DATE of RPC Consensus: 10 May 2011**

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**TITLE: NPA 819 Relief Implementation Plan (RIP)**

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**DISTRIBUTION: CRTC**

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**ISSUED BY: NPA 819 Relief Planning Committee (RPC)**

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# Revised NPA 819 Relief Implementation Plan (RIP)

## 1. INTRODUCTION

This updated Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guideline and has been modified from the original to address the revised Projected Exhaust Date of September 2012. This RIP is a set of activities and deliverables established by the Relief Planning Committee (RPC) that are required to provide relief to the exhausting NPA. The objective of the NPA Relief Planning Process is to ensure an adequate supply of CO Codes and telephone numbers is always available to the Canadian telecommunications industry and users.

### **Purpose of RIP**

The purpose of this RIP is to establish a framework and timeframe for implementing relief for NPA 819. This RIP addresses the implementation of new NPA Code 873 as a distributed overlay to the NPA 819 region.

This RIP contains a Relief Implementation Schedule (see Section 4), Consumer Awareness Program (CAP) (see Attachment 1) and Network Implementation Plan (NIP) (see Attachment 2).

This RIP addresses the activities, deliverables, and events impacting more than one individual TSP. It does not cover activities internal to each TSP. Attachment 3, Individual Telecommunications Service Provider Responsibilities, provides a list of activities that each TSP will need to address in its own network, systems and business operations.

In addition, this RIP does not cover issues for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between carriers).

In the event that circumstances change after the date when the Commission approves this RIP, the RPC may propose modifications to this RIP as necessary.

### **Telecom Notice of Public Consultation CRTC 2009-308**

On 23 March 2009, the Canadian Numbering Administrator (CNA) advised the CRTC and the industry that NPA 819 had entered the relief planning window of 72 months according to the aggregate results from the 2009 General Numbering Resource Utilization Forecast (G-NRUF).

On 28 May 2009, the CRTC issued Telecom Notice of Consultation CRTC 2009-308 *Establishment of a CISC ad hoc committee for area code relief planning for area code 819 in western Quebec*, in which it established the CISC ad hoc Relief Planning Committee (RPC) for NPA 819.

## **Planning Document (PD)**

The RPC developed the initial RIP to implement relief for NPA 819 in accordance with the recommendations contained in the PD.

The Planning Document recommended relief as follows:

- 1) The Relief Option should be a new distributed overlay on NPA 819;
- 2) NPA Code 873 should be the used for relief of NPA 819;
- 3) The Relief Date should be 1 June 2013 in order to provide Carriers and customers with sufficient lead-time to implement relief;
- 4) The local dialling plan should remain as 10 digits for all local calls originating within the NPA 819 area;
- 5) Per section 9 of the Planning Document, if a Jeopardy Condition is declared, it is recommended that the 7 CO Codes for initial code assignments for Carriers already providing service should be made available for general assignment prior to relief, and the 10 CO Codes for initial code assignments for new entrants only would also become available prior to relief for initial code assignments for new entrants only.
- 6) The following 12 CO Codes corresponding to Future Canadian Geographic NPA Codes should become assignable in the event of a Jeopardy Condition: 257, 273, 368, 387, 431, 468, 487, 584, 742, 851, 871, and 942.
- 7) Per note 3 of the NPA 819 CO Code Inventory Chart contained in section 11 of the Planning Document, it is recommended that in an extreme Jeopardy Condition (i.e., when the Projected Exhaust Date is earlier than the Relief Date), the 9 CO Codes corresponding to current Neighbouring NPA Codes (249, 343, 418, 450, 579, 613, 581, 705, 709) may be made assignable in certain portions of NPA 819 with CRTC staff approval.

## **Telecom Decision CRTC 2010-94**

On 17 February 2010, the CRTC issued Telecom Decision CRTC 2010-94, *Code relief for area code 819 in Quebec*. In its Decision, the CRTC approved the recommendations in the Planning Document and the Relief Implementation Plan and established the Relief Date as 1 June 2013.

## **January 2011 R-NRUF results**

On 29 March 2011, the CNA advised that NPA 819 had entered a Jeopardy Condition. Subsequently, at the joint NPA 204, 250/604/778, 289/905, 416/647& 819 Relief Planning Committee conference call held 7 April 2011, it was noted that the NPA 819 Projected Exhaust Date had moved in to September 2012. It was also that the current Projected Exhaust Date of September 2012 is nine months prior to the approved Relief Date.

To prevent the Projected Exhaust Date from moving in from September 2012 the RPC agreed, on May 10, 2011, that the CNA should not accept any forecasts from any Carrier that exceeds

their 28 April 2011 input for the April 2011 J-NRUF forecast for NPA 819 before 15 September 2012.

### **Revised Relief Implementation Plan**

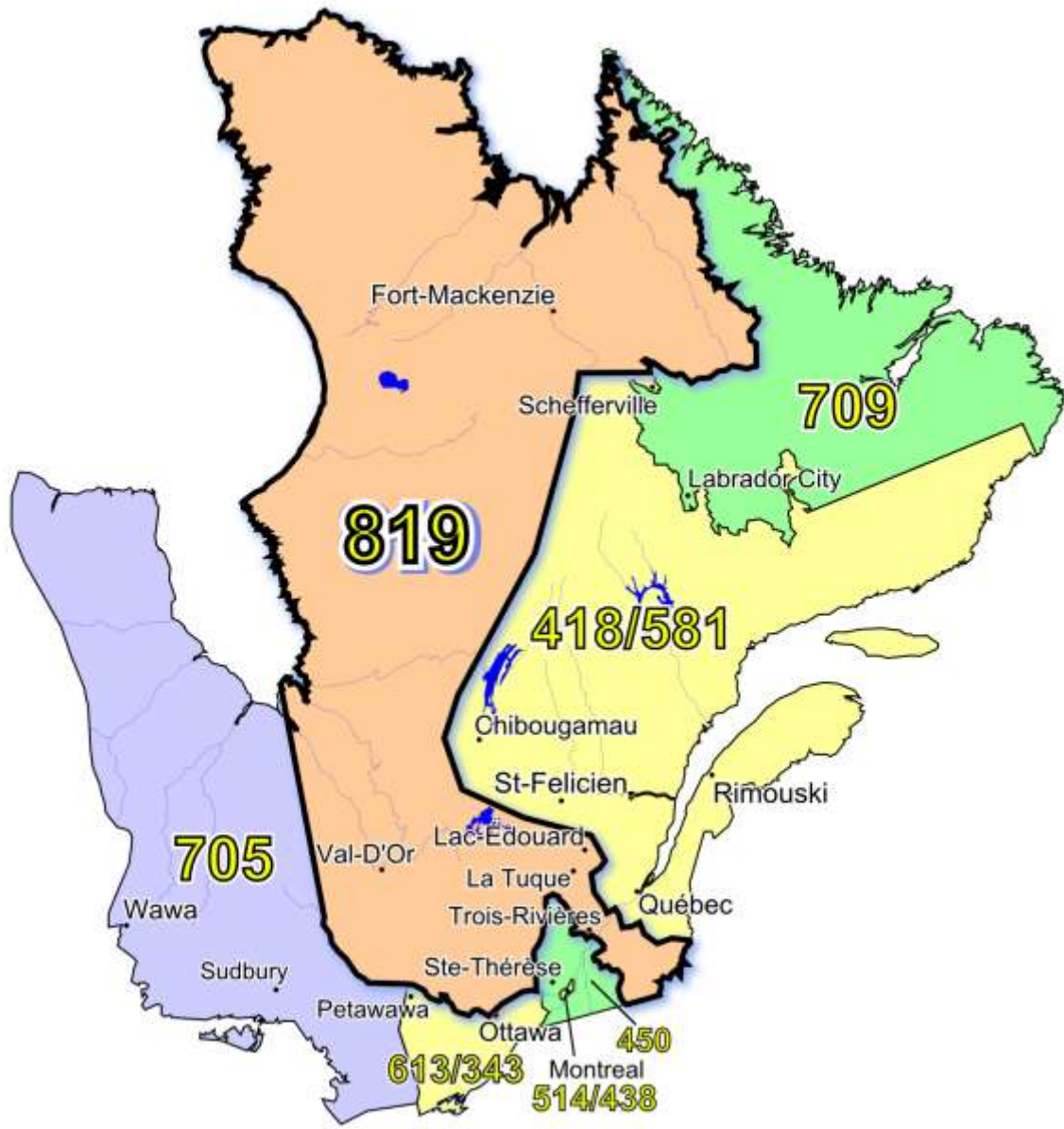
This revised Relief Implementation Plan has been developed to address the requirement to implement relief prior to the current Projected Exhaust Date of September 2012. This RIP includes an updated Relief Implementation Schedule (see Section 4), Consumer Awareness Program (CAP) (see Attachment 1) and Network Implementation Plan (NIP) (see Attachment 2).

### **RIP Recommendations**

1. The RPC recommends that the revised Relief Date should be 15 September 2012.
2. The RPC recommends that the revised Relief Implementation Schedule in Section 4 be approved.

### **Map of NPA 819**

A map showing NPA 819 is on the following page. The 819 Numbering Plan Area (NPA) consists of 211 Exchange Areas serving western Québec, which includes the major communities of Hull, Drummondville, Gatineau, Shawinigan, Sherbrooke, Trois Rivières, Val D'Or and Victoriaville.



## Dial Plan Impacts

As mandatory 10-digit local dialling was implemented throughout NPA 819 during 2006, and is in place in neighbouring NPAs, relief of NPA 819 will have no impacts on the local dial plans in NPA 819 and neighbouring NPAs.

Currently 10-digit dialling is required on local calls within NPA 819, and on local calls between Exchange Areas in NPA 819 and Exchange Areas in adjacent NPAs 207, 418/581, 450, 613, 705 and 802. The local calling between NPA 819 and its adjacent NPAs is listed in the table below.

<b>NPA 819 Exchange Area</b>	<b>Adjacent NPA</b>	<b>Exchange Areas in adjacent NPA within the Local Calling Area of the NPA 819 Exchange Area</b>
Aylmer	613	Ottawa-Hull
Bishopton	418/581	Stratford
Bromptonville	450	Valcourt
Buckingham	613	Ottawa-Hull
Champlain	418/581	Batiscan
Chapeau	613	Pembroke, Pembroke Independent
Chelsea	613	Ottawa-Hull
Deauville	450	Eastman, Mansonville
Deschailions	418/581	St-Éduard-de-Lotbinère
Drummondville	450	Baie-de-Febvre, St-Pie-de-Guire, St-Zéphirin
East Angus	418/581	Stratford
Fort-Coulonge	613	Pembroke, Pembroke Independent
Gatineau	613	Orleans, Ottawa-Hull
Grand'Mère	418/581	St-Tite
Grenville	450	Lachute, St-Jérôme
Grenville	613	Alfred, Hawkesbury, L'Orignal, St-Eugene, Vankleek Hill
Kazabazua	613	Ottawa-Hull
Lac Drolet	418/581	Courcelles, Lambton
Lac Mégantic	418/581	Courcelles, Lambton
Laurierville	418/581	Inverness
Low	613	Ottawa-Hull
Luskville	613	Ottawa-Hull
Lyster	418/581	Inverness
Magog	450	Eastman, Lawrenceville, Mansonville
Maskinongé	450	St-Barthélèmy
Montebello	613	Ottawa-Hull
Nantes	418/581	Courcelles, Lambton
Nicolet	450	St-Pie-de-Guire, St-Zéphirin
Notre-Dame-de-la-Salette	613	Ottawa-Hull
Ottawa-Hull	613	Almonte, Arnprior, Bourget, Carleton Place, Carp, Casselman, Chesterville, Clarence Creek, Constance Bay, Crysler, Cumberland, Embrun, Gloucester, Jockvale, Kanata-Stittsville, Kemptville, Lanark, Manotick, Merrickville, Metcalfe, Moose Creek, Navan, North Gower, Orleans, Osgoode, Pakenham, Plantagnet, Richmond, Rockland, Russell, Smiths Falls, South Mountain, St-Isidore-de-Prescott, Williamsburg, Winchester
Papineauville	613	Ottawa-Hull
Perkins	613	Ottawa-Hull



<b>NPA 819 Exchange Area</b>	<b>Adjacent NPA</b>	<b>Exchange Areas in adjacent NPA within the Local Calling Area of the NPA 819 Exchange Area</b>
Plessisville	418/581	Inverness, St-Ferdinand-de-Halifax
Quyón	613	Ottawa-Hull
Rock Island	802	Derby Line (Vermont USA)
Shawinigan	418/581	St-Tite
Shawville	613	Ottawa-Hull
Sherbrooke	418/581	Stratford
Sherbrooke	450	Eastman, Lawrenceville, Mansonville, Valcourt
South Durham	450	Acton Vale
St-Adolphe-de-Dudswell	418/581	Stratford
St-Andre-Avellin	613	Ottawa-Hull
St-Guillaume	450	St-Pie-de-Guire
St-Ludger	418/581	St-Gédéon-de-Beauce, St-Georges-de-Beauce
St-Nazaire d'Acton	450	Acton Vale, Ste-Hélène-de-Bagot, St-Hyacinthe
St-Pierre-de-Wakefield	613	Ottawa-Hull
St-Roch-de Mékinak	418/581	St-Tite
St-Sébastien (Frontenac CO)	418/581	Courcelles, Lambton
Temiscaming	705	North Bay, Redbridge, Thorne
Thurso	613	Ottawa-Hull
Trois-Rivières	418/581	Champlain, St-Tite, Ste-Adelphe, Ste-Anne-de-Pérade
Trois-Rivières	450	Baie-de-Febvre
Val-des-Bois	613	Ottawa-Hull
Wakefield	613	Ottawa-Hull
Weedon	418/581	Disraëli, Garthby, Stratford
Woburn	207	Coburn Gore (Maine USA)

The dial plans for calls originating in NPA 819 and the new overlay NPA will remain as follows:

<b>NPA</b>	<b>Local Dial Plan</b>		<b>Toll Dial Plan</b>	
	<b>Current</b>	<b>Future</b>	<b>Current</b>	<b>Future</b>
819/873	10 digits	10 digits	1 + 10 digits	1 + 10 digits

Currently 10-digit dialling is mandatory for local calls originating in adjacent area codes and terminating in the area served by area code 819. Mandatory 10-digit local dialling will continue to apply for all local calls originating in adjacent area codes and terminating in the area served by area code 819 when a new overlay area code is added to the area served by area code 819.

## **2. NPA RELIEF PLANNING PROCESS**

NPA Relief Planning is conducted under the regulatory oversight of the Commission in accordance with the Canadian NPA Relief Planning Guidelines. Those Guidelines were developed by the Canadian Steering Committee on Numbering (CSCN), accepted by the CISC and approved by the Commission.

The Canadian NPA Relief Planning Guidelines and related information on relief planning may be obtained from the [www.cnac.ca](http://www.cnac.ca) web site. The CISC operates under the CISC Administrative Guidelines that may be obtained from the Commission web site (see [www.crtc.gc.ca](http://www.crtc.gc.ca)).

For each NPA projected to exhaust within a 72 month time period, the Commission informs the public that an RPC, chaired by the CNA, will be formed as an Ad Hoc Working Group of the CISC to do relief planning for the exhausting NPA. Any interested party may participate in the relief planning process. All RPCs operate as open public forums. Any party wanting to participate in this process is encouraged to visit the above web sites to obtain information on the process and schedule of events and activities. Any questions regarding the relief planning process may be directed to the CNA as follows:

Contact: Glenn Pilley  
Telephone: 613-683-3289  
Facsimile: 613-563-9293  
E-mail: pilleyg@saiccanada.com  
Address: CNA – SAIC Canada  
Suite 1516 - 60 Queen Street  
Ottawa, Ontario, Canada K1P 5Y7

Individual TSPs are responsible for their own activities to implement relief (see Attachment 3). Each TSP employs a variety of information and operation support systems for the operation, maintenance, control, and administration of its network and to serve its customers. Each TSP is responsible to make the necessary changes in its systems in order to operate in the new environment and specifically to process the full 10-digit telephone number of each subscriber. Each TSP is responsible to ensure its customers are informed and implement the changes necessary to support the relief activity. Also, each TSP is responsible to ensure its own suppliers of products and services (e.g., Operator Services) implement the changes necessary to support the relief activity. Accordingly, no activities have been identified for the coordination of these functions between different TSPs, except as otherwise provided for in this RIP (e.g., Consumer Awareness Program (CAP) and Network Implementation Plan (NIP)).

Individual TSPs and industry database owners/operators shall advise Commission staff of any concerns or problems as they arise with respect to modifying their systems and databases in time to implement relief in accordance with this RIP.

### **3. PROPOSED NPA RELIEF IMPLEMENTATION TASK FORCE(S)**

The RPC developed this RIP with the assistance and input of two Task Forces created by the RPC:

- 1) Consumer Awareness Task Force (CATF), and
- 2) Network Implementation Task Force (NITF).

The CNA will send an e-mail to all current and prospective Code Holders in the affected NPA requesting those entities to provide a contact name to the Co-chairs of the two Task Forces (with a courtesy copy to Commission staff). Independent telephone companies may choose to represent themselves or to be represented by their associations.

Each Task Force has at least one voluntary Co-chair. The Co-chairs of the CATF and NITF act as the single point of contact and spokespersons for their respective Task Forces. The Co-chairs maintain the list of participants on their Task Forces as confidential. All TSPs operating in the affected NPAs have a participant on each of the Task Forces.

The two Task Forces have developed and submitted separate but coordinated plans for their respective activities:

- 1) Consumer Awareness Program (CAP), and
- 2) Network Implementation Plan (NIP).

Individual TSPs are expected to develop individual consumer awareness programs and network implementation plans within the parameters of the CAP and NIP contained in this RIP. The CATF and NITF will meet periodically to perform their industry level functions identified in this RIP. The RPC will provide oversight and coordination of the CATF and NITF in accordance with the RIP.

### **Consumer Awareness Task Force (CATF)**

The purpose of the CATF is to develop a comprehensive and consistent consumer awareness program for relief activities in this NPA, and to forward it to the CISC by the due date in the Relief Implementation Schedule.

To develop a CAP, the RPC created a CATF. Each TSP operating in this NPA is requested to provide the name of a representative to serve on the CATF. The CATF is Co-chaired by volunteer participants of the CATF. The Co-chairs of the CATF compile, maintain and distribute the list of all representatives on the CATF to the CATF distribution list (i.e., contact name, title, telephone number, fax number, street address, e-mail address), including the CNA.

#### Purpose and Mandate

The responsibilities of the CATF include, but are not limited to:

- 1) Develop and agree on a CAP and schedule;
- 2) Develop and submit progress reports;
- 3) Identify and address CAP issues;
- 4) Act as single point of contact on CAP issues; and,
- 5) Identify any consumer concerns or issues regarding the implementation of relief and advise the RPC, the Commission or Commission staff as appropriate.

The role of the individual CATF representative of each TSP is to ensure that its TSP organization develops, submits and implements its individual consumer awareness program in accordance with the CAP and associated schedule. Each representative acts as the single point of contact with respect to implementation of the CAP and activities for its organization. Each TSP is responsible for developing, submitting and implementing its individual consumer awareness program in accordance with the industry level CAP.

All TSPs shall provide progress reports to the CATF for submission to the RPC in accordance with the Relief Implementation Schedule.

Individual TSPs should notify the CATF, or Commission staff, or the Commission, as appropriate, if there are any problems or concerns with respect to their individual consumer awareness program activities to implement relief in accordance with this RIP.

The recommended CAP is attached to this RIP (see Attachment 1).

## **Network Implementation Task Force (NITF)**

The purpose of the NITF is to develop a Network Implementation Plan (NIP) to be submitted to the CISC. This complies with the Canadian NPA Relief Planning Guidelines.

Each TSP operating in this NPA is requested to provide the name of a representative to serve on the NITF. The NITF is Co-chaired by volunteer participants of the NITF. The Co-chairs of the NITF compile, maintain and distribute the list of all representatives on the NITF to the NITF distribution list (i.e., contact name, title, telephone number, fax number, street address, e-mail address), including the CNA.

### Purpose and Mandate

The role of the NITF is to identify and address network implementation issues that affect all carriers. The responsibilities of the NITF include, but are not limited to:

- 1) Develop and agree on a NIP and schedule;
- 2) Develop and submit progress reports;
- 3) Identify and address NIP issues;
- 4) Act as single point of contact on NIP issues;
- 5) Identify any network concerns or issues regarding the implementation of relief and advise the RPC, the Commission or Commission staff as appropriate; and,
- 6) Develop inter-network test plans, as necessary.

The role of the individual NITF representative of each TSP is to ensure that its TSP organization develops, submits and implements its individual network implementation plan in accordance with the NIP and associated schedule. Each representative acts as the single point of contact for implementation of the NIP and activities for its organization. Each TSP is responsible to develop, submit and implement its individual network implementation plan in accordance with the industry level NIP.

All TSPs shall provide progress reports to the NITF for submission to the RPC in accordance with the Relief Implementation Schedule.

Test Plans and Tests shall be arranged on a bilateral basis between interconnecting TSPs in accordance with bilateral agreements and the Relief Implementation Schedule.

Individual TSPs and industry database owners/operators (e.g., Canadian Local Number Portability Consortium) should notify the NITF, or Commission staff, or the Commission, as appropriate, if there are any problems or concerns with modifying their systems and databases in time to implement relief in accordance with this RIP.

The recommended NIP is attached to this RIP (see Attachment 2).

#### 4. PROPOSED NPA RELIEF IMPLEMENTATION SCHEDULE

The following table identifies the major implementation activities, deliverables and associated dates based upon the tasks identified in the Canadian NPA Relief Planning Timeline as well as major events in both the CAP and NIP. All TSPs and telecommunications service users should plan their internal relief activities in accordance with the following Relief Implementation Schedule.

#### RELIEF IMPLEMENTATION SCHEDULE NPA 819 Relief (Implementation of Overlay NPA 873)

Item	Task or Event	PRIME	START	END
1	CNA identifies NPA exhaust and notifies by e-mail CRTC staff, CSCN, NANPA & CISC that the NPA will exhaust within the future six year time period	CNA	23-Mar-09	23-Mar-09
2	CNA conducts first R-NRUF (June 2009 R-NRUF)	CNA	01-Jun-09	12-Jun-09
3	CRTC issues Telecom Notice of Consultation regarding RPC Ad Hoc CISC and Interested Parties list	CRTC		28-May-09
4	CNA develops and distributes IPD to RPC		12-Jun-09	14-Sep-09
5	RPC participants review IPD & submit contributions to RPC	RPC	14-Sep-09	01-Oct-09
6	CNA chairs initial RPC meeting to start development of PD, RIP & PL, & schedules future meetings/conference calls including creation & consultation with CATF and NITF	CNA RPC	01-Oct-09	02-Oct-09
7	CNA chairs subsequent RPC meetings/conference calls to finalize PD, RIP	CNA RPC	02-Oct-09	17-Nov-09
8	Special Types of Telecommunications Service Users (911 PSAPs, alarm companies, ISPs, paging companies, etc.) to identify any concerns to RPC & CRTC	Special Users		17-Nov-09
9	CNA forwards Planning Document (PD) and RIP to the CISC and CRTC for approval	CNA		24-Nov-09
10	CRTC issues Telecom Decision approving the Relief Method, Relief Date, New NPA & Relief Implementation Plan (RIP)	CRTC		31-Jan-10
11	CNA chairs RPC meeting(s) to revise RIP and schedule to accommodate new PED of Sept 2012	CNA RPC	09-May-11	23-May-11
12	CNA forwards revised RIP to the CISC and CRTC for approval	CNA	23-May-11	30-May-11
13	CRTC issues Telecom Decision approving the revised Relief Date & revised Relief Implementation Plan (RIP)	CRTC	30-May-11	29-Jul-11
14	All Telecom Service Providers (TSPs) to develop and file individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance) (starts upon CRTC approval of RIP and should be completed about 24 months prior to the Relief Date)	TSPs	29-Jul-11	19-Aug-11
15	CNA issues media release (in coordination with Telecommunications Alliance) (may start upon CRTC approval of RIP and should be issued at least 18 months prior to the Relief Date)	CNA		19-Aug-11

Item	Task or Event	PRIME	START	END
16	CNA submits revised PL and RIP to NANPA (should be submitted at least 18 months prior to the Relief Date)	CNA		19-Aug-11
17	NANPA receives and posts revised Planning Letter to NANPA website within one week of receipt from the CNA	NANPA	19-Aug-11	26-Aug-11
18	Task Forces, TSPs and users implement relief (starts upon CRTC approval of RIP and ends on the Relief Date)	Task Forces, TSPs & Users	29-Jul-11	15-Sep-12
19	NANPA receives and posts revised Planning Letter to NANPA website within 1 week of receipt from the CNA	TSPs	19-Aug-11	15-Sep-12
20	All TSPs to notify all customers (including residence, business & special customers) of the new overlay NPA (may start upon the filing of Consumer Awareness Programs with the CRTC)	TSPs	19-Aug-11	16-Oct-11
21	TSPs to submit Progress Report #1 to NITF and CATF (starts after completion date for all TSPs to notify their customers and requires 2 weeks)	TSPs	16-Oct-11	30-Oct-11
22	NITF and CATF develop & submit Progress Report #1 to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	30-Oct-11	13-Nov-11
23	RPC submits Progress Report #1 to CISC/CRTC (linked to NITF and CATF reports)	RPC	13-Nov-11	27-Nov-11
24	Telcordia TRA database updates to add Exchanges to new overlay NPA (starts on the date that the PL is posted to the NANPA web site and must be completed by 6 months prior to the Relief Date)	Telcordia TRA	26-Aug-11	16-Mar-12
25	All Telecommunications Service Users (including Special Users 911 PSAPs, alarm companies, ISPs, paging companies, etc.) to implement changes to their telecom equipment & systems to accommodate the new NPA (starts upon CRTC approval of RIP and ends on the Relief Date)	Telecom Service Users	29-Jul-11	15-Sep-12
26	Payphone Providers Reprogram Payphones (starts upon CRTC approval of RIP and ends on the Relief Date)	Payphone Providers	29-Jul-11	15-Sep-12
27	TSPs and database owners/operators to modify systems and industry databases (starts upon CRTC approval of RIP and ends on the Relief Date)	TSPs & Database Owners	29-Jul-11	15-Sep-12
28	Operator Services & Directory Assistance Readiness (starts upon CRTC approval of RIP and ends on the Relief Date)	TSPs	29-Jul-11	15-Sep-12
29	Directory Publisher Readiness for overlays (ability to identify the NPA in telephone numbers in the directory published after the Overlay NPA is activated) (starts upon CRTC approval of RIP and ends on the Relief Date)	Directory Publishers	29-Jul-11	15-Sep-12
30	9-1-1 PSAP Systems and Databases Readiness (starts upon CRTC approval of RIP and ends on the Relief Date)	PSAPS & TSPs	29-Jul-11	15-Sep-12
31	9-1-1 TSP Readiness (starts upon CRTC approval of RIP and ends on the Relief Date)	TSPs	29-Jul-11	15-Sep-12
32	ISCP & Service Order Systems Readiness (starts upon CRTC approval of RIP and ends on the Relief Date)	TSPs	29-Jul-11	15-Sep-12

Item	Task or Event	PRIME	START	END
33	International Gateway Switch Translations Readiness for new NPA (starts upon CRTC approval of RIP and ends on the Relief Date)	Int'l TSPs	29-Jul-11	15-Sep-12
34	Canadian Local Number Portability Consortium (CLNPC) Database Readiness for new NPA (starts upon CRTC approval of RIP and ends on the Relief Date)	CLNPC & NPAC	29-Jul-11	15-Sep-12
35	Toll Free SMS Database Readiness for new NPA (starts upon CRTC approval of RIP and ends on the Relief Date)	Toll TSPs	29-Jul-11	15-Sep-12
36	ISCP & Service Order Systems Readiness (starts upon CRTC approval of RIP and ends on the Relief Date)	TSPs	29-Jul-11	15-Sep-12
37	TSPs apply for Test CO Codes in new NPA (applications may be submitted no more than 6 months and no less than 66 days prior to the start date for the Inter-Carrier Testing Period) (Section 7.16.4 Canadian RP GL)	TSPs	17-Dec-11	12-Apr-12
38	Develop Inter-Carrier Network Test Plans and prepare for testing (individual TSPs to make arrangements in accordance with interconnection agreements) (may start upon CRTC approval of RIP and must be completed by start date for the Inter-Carrier Testing Period)	NITF & TSPs	29-Jul-11	17-Jun-12
39	All international and domestic Telecommunications Service Providers (TSPs) must activate the new NPA in their networks by the start date for the Inter-Carrier Testing Period	TSPs		17-Jun-12
40	Activation date for Overlay NPA Test CO Codes and Test Numbers in network (should be completed by the start date for the Inter-Carrier Testing Period)	TSPs		17-Jun-12
41	Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans) (starts about 3 months prior to the Relief Date, and ends about 1 month after the Relief Date)	NITF & TSPs	17-Jun-12	15-Oct-12
42	TSPs to submit Progress Report #2 to NITF and CATF (starts on commencement of Inter-Carrier Testing Period)	TSPs	17-Jun-12	01-Jul-12
43	NITF and CATF develop & submit Progress Report #2 to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	01-Jul-12	15-Jul-12
44	RPC submits Progress Report #2 to CISC/CRTC (linked to NITF and CATF reports)	RPC	15-Jul-12	29-Jul-12
45	Relief Date (earliest date when CO Codes in new NPA may be activated)			15-Sep-12
46	TSPs submit Final Report to CATF and NITF (starts on Relief Date and provides 2 weeks for preparation & submission)	TSPs	15-Sep-12	29-Sep-12
47	NITF and CATF develop & submit Final Progress Report to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	29-Sep-12	13-Oct-12
48	RPC submits Final Progress Report to CISC/CRTC (linked to NITF and CATF reports)	RPC	13-Oct-12	27-Oct-12
49	TSPs disconnect Test Codes & Numbers, and submit Part 1 form to return Test Codes (starts 1 month after Relief Date and allows 1 month for completion)	TSPs	15-Oct-12	14-Nov-12

## **5. OTHER ISSUES**

### **Payphone Service Providers**

All Payphone Service Providers are required to comply with the requirements contained in this RIP and Commission Decisions.

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones in order to accommodate relief. It is recommended that Commission staff notify Payphone Service Providers of the implementation of relief for this NPA and the new overlay NPA Code.

Individual Payphone Service Providers should notify the Commission or Commission staff, as appropriate, if they have any problems or concerns.

### **Telecommunication Service Users**

All users are required to comply with the requirements contained in this RIP and Commission Decisions.

Users of telecommunications services are required to make the necessary changes to their telecommunications systems and equipment to accommodate the new overlay NPA Code. Users include, but are not limited to, 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers and the general public.

Special types of Telecommunication Service Users (e.g., 911 PSAPs, N11 Service Providers (i.e., the entities that provides the services that are accessed via dialling the N11 Codes), alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment requiring modification, unified messaging service companies, governments, apartment building owners, hydro meter readers) must take special measures to ensure that their services continue to function properly. All special types of Telecommunication Service Users are requested to co-ordinate their equipment and system modifications with their Carriers to implement the new overlay NPA. This is necessary to ensure a smooth and timely transition.

Users of telecommunications services should notify their TSP and the Commission or Commission staff, as appropriate, if they have any problems or concerns with modifying their systems and databases in time to implement relief in accordance with this RIP. It is important that service users, in particular alarm service providers, make the required or necessary modifications to their systems, databases and terminal equipment.

9-1-1 PSAPs must make any required changes to their systems and databases to accommodate the new overlay NPA. Individual 9-1-1 PSAP system operators shall identify specific problems or concerns to the Commission or Commission staff, as appropriate. It is critically important that 9-1-1 PSAPs make the required or necessary modifications to their systems, databases and terminal equipment prior to the relief date.



## **Directories**

All Directory Service Providers are required to comply with the requirements contained in this RIP and Commission Decisions.

It is the responsibility of Directory Service Providers to make the necessary changes to their systems and directories to facilitate the introduction of the new overlay NPA Code. All directory publishers should modify their systems to accept telephone numbers in the 10-digit format.

To facilitate the implementation of the new overlay NPA code, directories must contain appropriate dialling instructions and information.

After the implementation of the new overlay NPA, all future directories in the NPA 819 area should identify the NPA associated with the telephone number so that customers can obtain the appropriate 10-digit number.

## **6. RECOMMENDATIONS**

The RPC submits this RIP to the CISC and the CRTC for approval and recommends that relief be implemented in accordance with the enclosed Relief Implementation Schedule, Consumer Awareness Program (CAP) and Network Implementation Plan (NIP).

### **Attachments:**

- 1) Consumer Awareness Program (CAP)
- 2) Network Implementation Plan (NIP)
- 3) Individual Telecommunications Service Provider Responsibilities

## **ATTACHMENT 1**

### **Consumer Awareness Program (CAP)**

#### **Introduction**

The RPC has established a Consumer Awareness Task Force (CATF) to develop and implement this CAP.

This CAP identifies key milestones and establishes completion dates as agreed to by the RPC. It is the responsibility of all Telecommunications Service Providers (TSPs) operating or intending to operate in NPA 819 to file their individual consumer awareness plans with the Commission in accordance with the Relief Implementation Schedule. TSPs must implement those programs in accordance with this industry CAP and submit progress reports to the CATF and RPC for inclusion in the Progress and Final Reports to be filed with the Commission. The Relief Implementation Schedule contains start and end dates for industry consumer awareness activities (see the Relief Implementation Schedule included in this Relief Implementation Plan).

In order to implement the CAP, TSPs may act individually or collectively to accomplish their objectives. However, where TSPs act collectively (e.g., Telecommunications Alliance), such TSPs are individually responsible to report their progress to the CATF and RPC.

All TSPs are required to report any major relief plan concerns as they are identified, along with proposed solutions, and to address consumer concerns reported directly to the Commission.

As there are both French and English speaking communities within NPA 819, there is a need to provide communications in both official languages. Communications may also be provided in additional languages at the option of TSPs.

The RPC requested that the CATF develop a CAP that incorporates the following:

- 1) Develop and agree on a CAP schedule
- 2) Co-ordinate and schedule progress reports with the NITF
- 3) Identify and address CAP issues
- 4) Communications objectives
- 5) Target audiences (e.g., government, media and various business and residence market segments)
- 6) Special types of telecommunications users (e.g., alarm, apartment owners, hydro readers)
- 7) NPA-specific communications messages (i.e., in the exhausting NPA as well as affected Exchange Areas in neighbouring NPAs, if any)
- 8) Communications tactics
- 9) Communications theme
- 10) Key messages

### **Communications Objectives**

The Communications Objectives of this CAP are as follows:

- 1) Increase consumer and user awareness of the introduction of the new NPA in the NPA 819 area.
- 2) Advise callers that the prefix 1 is not required for local 10-digit dialling to, from, within the new overlay NPA Code.
- 3) Provide open communication channels to address questions and concerns from residents and businesses regarding the implementation of the new NPA Code.
- 4) Continue to lay the foundation for seamless addition of new NPAs in the future.

### **Communications Tactics**

TSPs should consider using the following tactics to accomplish their individual consumer awareness program activities. TSPs may opt to implement some or all of these tactics on their own or as part of an association with other TSPs. In the event that an association of TSPs is formed to coordinate consumer awareness activities, all TSPs operating in the affected NPAs are strongly encouraged to participate in the association activities.

### **Government Relations**

TSPs should ensure that governmental authorities in the affected NPAs are informed of the relief plan (federal, provincial and municipal governments, government offices, and elected representatives).

### **Media Relations**

To introduce and raise awareness of the new NPA Code, TSPs should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media, and community publications) in the exhausting NPA. TSPs should offer spokespersons for interviews that focus on how residents and businesses can prepare for the transition and to encourage them to start getting ready now.

TSPs should determine newsworthy announcements and issue press releases accordingly. The press release program will serve to update local media on the introduction of the new NPA Code.

When required, TSPs should issue a series of media alerts and public service announcements to local radio and broadcast stations to provide updated information on 10-digit local dialling.

Each TSP shall provide the news media and general public with basic information about the new NPA Code and Commission decisions and regulations. Each TSP should identify its own spokesperson to speak on its behalf to the media. Individual TSPs may form alliances with other TSPs for media relations purposes and such an alliance may also have its own spokesperson.

The Canadian Numbering Administration (CNA), in its role as the Chair of the RPC, shall act as a spokesperson for the RPC.

#### Telecommunications Service Providers' Web Sites

TSPs should provide up-to-date information about the implementation of the new NPA Code on their Internet web sites.

#### Customer Bill Inserts & Messages

TSPs should print information on customer bills and/or distribute bill inserts to their customers advising them of the key dates for the implementation of the new NPA Code and associated changes required to customer equipment and systems.

#### Advertising Campaign

TSPs should implement their own individual media advertising as necessary and voluntarily participate in a media advertising campaign coordinated with other TSPs' activities to increase awareness amongst consumers in the affected NPAs. All media advertising campaigns, whether conducted individually or collectively, should meet the objective of providing clear and consistent messages to consumers and users as established in this CAP.

#### Targeted Customer Communications

TSPs should identify and communicate directly with their customers who will be required to make major changes to their telecommunications equipment and systems to accommodate the new NPA Code. Targeted communications identifying the changes required should be sent to those customers well in advance of the relief date in order to provide those customers with sufficient time to make the necessary changes. Such targeted customers may include 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, Internet service providers, paging companies, unified messaging service companies, apartment building owners, and hydro meter readers.

#### Other Means of Customer Communications

TSPs should use other means (e.g., customer messaging, direct customer contacts, Interactive Voice Response, etc.), as required, to reach their customers and provide appropriate information about the implementation of the new NPA Code.

#### **Communications Themes and Key Messages:**

The proposed theme for the CAP should be:

“New area code 873 is being added to the 819 area.”

This theme should be reinforced with more detailed key messages in customer awareness activities:

- 1) To meet the growing demand for telecommunications services and numbers, new area code 873 will be introduced in the 819 geographic area in **September 2012**. The new area code will co-exist within the same geographic region as area code 819. There will be no change to customers' existing 819 telephone numbers. Telephone numbers beginning with the new area code may be assigned for use starting **15 September 2012**.
- 2) 10-digit dialing will continue to be used for local calls within the area served by area codes 819 and 873. Prefix 1+ will not be required for local calls between area codes 819 and 873; however long distance calls will continue to be dialed using 1+ 10-digits.
- 3) Local and long distance calling areas and prices will not change with the adoption of the new overlay NPA Code. Customers with telephone numbers in the new area code 873 will get the same calling areas and prices as customers in the same exchange areas with telephone numbers in area code 819.
- 4) Emergency calls (911 and other N11 services will continue to be dialled using 3-digits.

#### **Consumer Awareness Program Timeline**

All TSPs who have or plan to have customers in the affected NPAs must implement their own consumer awareness program activities in accordance with this CAP and associated dates contained in the Relief Implementation Schedule.

It is the responsibility of each TSP to submit its individual consumer awareness program to the Commission and to provide progress reports to the CATF on its own consumer awareness program activities so that the CATF can submit its required Progress Reports. In the event that a TSP does not submit its individual progress report to the CATF, the CATF will note this discrepancy in its progress report.

## **ATTACHMENT 2**

### **Network Implementation Plan (NIP)**

#### **Introduction**

The Canadian NPA Relief Planning Guidelines require the RPC to create a Network Implementation Task Force (NITF) with a mandate to develop a Network Implementation Plan (NIP) for implementing relief and to submit such NIP to the CISC.

Accordingly, the RPC has established a Network Implementation Task Force (NITF) to develop and implement this NIP.

This NIP addresses the introduction of new NPA code 873 in the NPA 819 area.

The NIP identifies key milestones and establishes completion dates as agreed to by the RPC. It is the responsibility of all Telecommunications Service Providers (TSPs) operating or intending to operate in the area served by NPA 819 to file their individual network implementation plans with the Commission in accordance with the Relief Implementation Schedule. TSPs must implement those programs in accordance with this industry NIP and submit progress reports to the NITF and RPC for inclusion in the Progress and Final Reports to be filed by the RPC with the Commission.

All TSPs are required to report any major relief plan concerns as they are identified, along with proposed solutions, and to address consumer concerns reported directly to the Commission.

The RPC requested that the NITF develop a NIP in accordance the Canadian NPA Relief Planning Guidelines that incorporates the following:

- 1) Develop and agree on a NIP schedule
- 2) Co-ordinate and schedule progress reports with the CATF
- 3) Identify and address NIP issues
- 4) Network implementation objectives
- 5) Co-ordinate equipment modifications with special types of telecommunications users (e.g., alarm companies, apartment building owners, hydro meter readers)
- 6) NPA-specific Network changes
- 7) Intercarrier network and technical interfaces (e.g., test plan and test numbers, 9-1-1 impacts if any)

#### **Network Implementation Objectives**

The objective of this NIP is to ensure that all necessary network and interconnections are modified to implement the overlay NPA Code 873 in the NPA 819 area.

All Carriers are required to implement the necessary network changes to implement relief.

### **TSP Coordination with Special Types of Telecommunications Users**

All TSPs are requested to co-ordinate their network and service modifications with special types of telecommunications users (e.g., 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers). This is necessary in order to ensure a smooth and timely introduction of the new overlay NPA Code.

### **Test Codes, Numbers & Plans**

All TSPs are required to modify their networks, systems, databases, and operator services and directory assistance databases, to accommodate the new NPA Code as per the Relief Implementation Schedule.

Test plans, if required, should be arranged on a bilateral basis between interconnecting TSPs in accordance with bilateral agreements.

In preparation for the start of inter-carrier testing, all TSPs are expected to complete modifications to their networks, systems, databases, and Operator Services and Directory Assistance databases, as necessary and per the Relief Implementation Schedule to facilitate intercarrier testing.

Test numbers in the new NPA Code will permit all carriers and other entities to test their equipment and ensure that the proper network changes have been made to route calls to each carrier operating in the new NPA Code. The test numbers shall permit TSPs and users to test their equipment both with and without having to incur toll charges.

Each Carrier may establish two test numbers in a test CO Code (NXX) for the new NPA to facilitate testing of network and billing system functionality. Routing of calls to the new NPA can be verified by dialling the new NPA-NXX-8378 (TEST) numbers which shall not provide answer supervision and therefore shall not result in a billed call to the “calling” party. Billing of calls to the new NPA can be verified by dialling the new NPA-NXX-2455 (BILL) numbers which shall provide answer supervision and therefore shall result in a billed call to the “originating” network.

The following Carriers have agreed to provide test numbers in the new NPA:

- Bell Canada
- Rogers Wireless Communications
- TELUS Quebec
- Additional Carriers may volunteer to provide test numbers in the future (e.g., Telebec and MTS Allstream)

Other carriers may request and receive test CO Codes and numbers for publication in the Test Plan, in accordance with the timeframe contained in the Relief Implementation Schedule.

The test numbers must be activated in all networks by the date in the Relief Implementation Schedule and remain active until at least one month after the Relief Date.

The test CO Codes used for the test numbers must be returned to the CNA in accordance with the Relief Implementation Schedule. The CNA shall initiate CO Code reclamation in accordance with the Canadian Central Office (NXX) Code Assignment Guideline for all CO Codes allocated for testing purposes in the event that such CO Codes are not returned by the above carriers to the CNA in accordance with the Relief Implementation Schedule.

The standard network announcement for the test number must be as follows:

“La communication a été établie avec succès au numéro de vérification de l'indicatif régional 873, à [NOM DU TÉLÉCOMMUNICATEUR], Québec, Canada. You have successfully completed a call to the 873 Area Code Test Number at [CARRIER NAME] in Québec, Canada.”

In accordance with the Canadian Central Office Code (NXX) Assignment Guideline, TSPs may request other test CO Codes in the new NPA for test purposes within their own networks during the relief implementation timeframe.

#### **Date for CO Code Activation in the New NPA (Relief Date)**

The Effective Date for the introduction of the new NPA is 15 September 2012, which is the earliest date that a CO Code from the new NPA can be activated in the PSTN. This date is the Relief Date.

#### **9-1-1 Service**

The introduction of the new Overlay NPA Code will not have any impact on the dialling of the 9-1-1 abbreviated dialling number nor the routing of emergency calls to the appropriate Public Service Answering Point (PSAP).

However, the introduction of the new NPA may have an impact on 9-1-1 service, trunking and systems.

TSPs who intend to provide service using CO Codes in the new NPA or to port numbers into their switch from the new NPA, shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. TSPs that provide 9-1-1 networking services to any PSAP shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. These arrangements shall be made prior to the Relief Date upon request of TSPs, and provided that these arrangements are in accordance with the timelines, terms and conditions set out in existing interconnection agreements.

The existing procedure for implementing new TSP trunk groups for 9-1-1 traffic should be used, such as testing with other TSPs' 9-1-1 Control Centers. All TSP related changes that impact 9-1-1 must be completed in accordance with the Relief Implementation Schedule.



### **Other N-1-1 Services**

Carriers should review routing to other N-1-1 numbers including 211, 311, 411, 511, 611, 711 and 811 as necessary to ensure that calls will be properly routed.

### **Payphone Service Providers**

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones in order to accommodate the new NPA Code.

The RPC recommended that Commission staff notify Payphone Service Providers of the implementation of relief for this NPA, and the new overlay NPA Code.

### **International Gateway Service Providers**

International Gateway Service Providers are responsible to implement changes to their network in order to accommodate the new NPA.

The RPC recommended that Commission staff notify Canadian International Gateway Service Providers of the implementation of the new NPA.

### **Intra Carrier Network and Customer Interface**

All TSPs must make and test the necessary internal system, network and customer interface changes as per the Relief Implementation Schedule in order to accommodate the new NPA.

All TSPs are required to implement the necessary network changes to route traffic to/from the new NPA. Switch translations must be updated and modified in all TSPs' networks in order to process calls to/from the new NPA.

By the start of the inter-carrier testing period, Carriers must use 10-digit signalling for all local traffic they send to other Carriers, and must be able to receive 10-digit signalling on local traffic they receive from other carriers. In the event that Carriers have network equipment limitations that cannot accommodate 10-digit signalling, alternative arrangements may be negotiated with interconnecting carriers to route calls using only 7-digit signalling, where feasible.

Each TSP is responsible for determining the impact of the new NPA Code on its network, systems and operations including the products and services it provides to its own customers. Each TSP is responsible for making all necessary modifications to ensure service will be maintained during and after the relief implementation period for its own customers. Furthermore, TSPs shall notify all of their customers of the introduction of the new NPA Code in accordance with the Consumer Awareness Program (CAP) (see Attachment 1 to the Relief Implementation Plan).

### **Network Implementation Plan Timeline & Progress Reports**

All TSPs who have or plan to have customers in the affected NPAs must implement their own network implementation plan activities in accordance with this NIP and associated dates contained in the Relief Implementation Schedule.

It is the responsibility of each TSP to provide progress reports to the NITF on its own network implementation plan activities so that the NITF can submit its required Progress Reports to the RPC. In the event that a TSP does not submit its individual progress report to the NITF, the NITF will note this discrepancy in its Progress Report. If a TSP does not submit its Progress Report to the NITF, it must submit it directly to the CRTC.

### **Dial Plan Changes**

As mandatory 10-digit local dialling was implemented throughout NPA 819 during 2006, and is in place in neighbouring NPAs, relief of NPA 819 will have no impacts on the local dial plans in NPA 819 and neighbouring NPAs.

The dial plans for calls originating in NPA 819 and the new overlay NPA will remain as follows:

<b>NPA</b>	<b>Local Dial Plan</b>		<b>Toll Dial Plan</b>	
	<b>Current</b>	<b>Future</b>	<b>Current</b>	<b>Future</b>
819/873	10 digits	10 digits	1 + 10 digits	1 + 10 digits

Currently 10-digit dialling is mandatory for local calls originating in adjacent area codes and terminating in the area served by area code 819. Mandatory 10-digit local dialling will continue to apply for all local calls originating in adjacent area codes and terminating in the area served by area code 819 when a new overlay area code is added to the area served by area code 819.

### **ATTACHMENT 3**

#### **Individual Telecommunications Service Provider Responsibilities**

Each Telecommunications Service Provider (TSP) is responsible to make the necessary changes in their information and operation support systems as well as for the operation, maintenance, control, and administration of its network and to serve its customers. Accordingly, no activities have been identified in the Relief Implementation Plan (RIP) for the coordination of these functions between different TSPs. Such “internal” systems include, but are not limited to, the following functions:

- Operations Support
- Products & Services
- Marketing & Sales
- Carrier Services
- Network Planning & Provisioning
- Network Operations
- Service Assurance
- Billing
- Financial Systems
- Customer Care & Customer Services (e.g., Business Offices)
- Operator Services
- Directories
- Direct Marketing Centers
- Quality Control
- Service Provisioning & Activation
- Repair Services
- Human Resources/Logistics
- Corporate Information Databases
- Customer Provided Equipment Reprogramming, Upgrades and Testing